

## CUSTOMER SERVICE

We have listened to you and made some changes to our customer service telephone system. In the past we have had only one person or at times a maximum of two people available to answer your calls. We now have all support staff available to answer overflow calls. During our first week of inception, we rose from the low 80's to over 90% of personally answering your calls. Our goal is to reach 100%!

However, we need your help. Due to the recent tragic events of September 11, 2001 and the subsequent anthrax exposures, the mail coming from the US post office has been somewhat delayed and because of this our calls have increased in this week alone by 50%. A number of the calls received were to determine if DCJS has received your renewal and if so what the status is. You can help us by making sure you mail your renewal at least 30 days in advance of the renewal expiration date. If you still are uncertain and wish to find the status of an individual renewal application you may check this on our automated line. You may call (877) 9STATUS or you can call the main number (804) 786-4700 and press 2. Also, we are pleased to announce that a licensed business will be able to check the status of their business renewal application as of December 1, 2001.

## JOB TASK ANALYSIS

Schroeder Measurement Technologies, Inc. (SMT) was selected to perform our Job Task Analysis (JTA). Schroeder's principal headquarters is in Dunedin, Florida. The company is headed up by Dr. Lee Schroeder who is a 26-year veteran of the testing & professional credentialing industry.

We are just beginning our first phase of the Job Task Analysis and need the industry to be a full partner with us in this endeavor. Schroeder is contracted to conduct the JTA on four categories, which was anticipated to take approximately 18 months to complete. Due to the tragic events of September 11, 2001, we have requested that Schroeder begin with the Security Officer category, both armed and unarmed, and to expedite this phase. They feel that they can have the JTA completed on the Security Officer category by June of 2002. We need representative samples from large and small companies and training schools as well as from various locations throughout the Commonwealth.

The company's initial step is to become familiar with our laws, regulations, lesson plans, learning objectives, training school program curriculums & examinations, job descriptions and performance appraisals. Data collection is essential to create a comprehensive list of knowledge, skills and abilities.

That's where you can help. If you would please provide directly to Schroeder Measurement Technology any or all information cited above related to Security Officers. This material will be strictly confidential and will not be shared with anyone outside of Schroeder Measurement Technology. Send material to Dr. Reed A. Castle, Ph.D., 2494 Bayshore Blvd. Suite 201, Dunedin, FL 34698. If you have any questions regarding the JTA call Lisa Hahn at 804 225-2356. If you are willing to serve on a panel or committee during this process, please email [lhahn@dcjs.state.va.us](mailto:lhahn@dcjs.state.va.us).

## ANNUAL CONFERENCE

On October 8-12, 2001, the Department of Criminal Justice Services, Private Security Services Section hosted a five day conference at Virginia Beach. The feedback from the attendees was positive and informative and will be used to help plan, shape and improve the agenda for the next Private Security Conference in 2002.

The overall success of the conference is attributed to a combined effort from the Private Security Services staff, the individuals and companies who provided sponsorship, the vendors who participated to make the trade show enjoyable, and the excellent speakers and trainers who provided opportunities to enhance professional and personal development. But most importantly the success is due to you, the professionals who provide Private Security Services in Virginia, for without you there would be no conference. Congratulate yourself for a job well done!

Here are a few of the highlights of this year's conference: Leon Baker coordinated the Annual Golf Social and the Firearms competition was coordinated by Pete Lupica. There was a good showing of participants and it turned out to be a wonderful day filled with friendly competition. We applaud everyone who participated and congratulate those who went home with awards... first or last...

A special thank you goes to Desiree Roots, who honored us with a beautiful rendition of the National Anthem and God Bless America during the Opening Ceremonies. It was a moment of shared patriotism as all stood and joined their voices.

# ANNUAL CONFERENCE

Continued

A "Hats Off" to Lee Zobel from Safe Financial who gave us an eye-opening and motivational presentation on The Key to Your Success. He definitely provided tools of professional development with expertise and humor.

Each year, based on comments and suggestions from the evaluations, we strive to provide workshops and training sessions that are informative, educational and motivational. We attempt to provide a variety of top-notch speakers to benefit all aspects of private security fields. From the overall comments, we succeeded in accomplishing that goal. Each workshop received positive reviews and attendance was good. Please continue to share information with us so that we can keep providing the type of training needed.

In addition, we will continue to offer the Compliance Agent, General Instructor and Firearms Instructor In-Service classes. This seems to be a good opportunity for the individuals who need the required training. The Training Directors Workshop offered an excellent forum to provide copies of the Training Directors Manual, which is a source of useful information. James Burgess from the Virginia Department of Corrections, provided an informative piece on Training Liability which was beneficial to all.

The Trade Show and Reception were well attended and an air of enjoyment and excitement abounded. The vendors were pleased with the showing of participants and Kent Mills did a superb job of being the auctioneer. If your company would like to participate in the next Trade Show or if you would like to see a certain type of vendor or product provided, please forward your suggestions to our staff.

As we look back on another conference and see the progress that has been made and further opportunities for future enhancement, we see that together we are truly headed in the right direction to obtain a spirit of excellence. We continue to thank the professionals of the Private Security Industry for your assistance and participation in the conference and for the continued support and professional service that you provide to the Commonwealth of Virginia.

## FINGERPRINTS

Don't Forget! Fingerprints are required for all supervisors. DCJS Investigators are finding many are unaware of this requirement. You can find this information on page 18 of the Regulations relating to Private Security Services effective February 2, 2000.

### **6VAC20-171-220 (11). Business administrative requirements.**

A licensee shall ensure that any individual employed as a supervisor submit fingerprint cards pursuant to 6VAC20-171-30 as required by the Code of Virginia.

**Supervisor** is defined in 6VAC20-171-10. "Supervisor" means any natural person who directly or indirectly supervises registered or certified private security services business personnel.

# NEW CODE SECTIONS

On October 1, 2001, the Code of Virginia Title numbers changed. Training School Directors should make necessary changes in their lesson plans to provide current information. Compliance Agents and other private security professionals should also have a current copy of the Code of Virginia as it relates to Private Security. If you do not have a current copy, please visit our website to download a copy or you may call us to request one. For your quick reference, the Code Conversions are listed below from old to new. Please take notice that the order has also been changed.

Old Code	New Code
§ 9-182 .....	§ 9.1-141
§ 9-183.1 .....	§ 9.1-138
§ 9-183.2 .....	§ 9.1-140
§ 9-183.3 .....	§ 9.1-139
§ 9-183.4 .....	§ 9.1-142
§ 9-183.5 .....	§ 9.1-143
§ 9-183.6 .....	§ 9.1-144
§ 9-183.7 .....	§ 9.1-145
§ 9-183.8 .....	§ 9.1-146
§ 9-183.9 .....	§ 9.1-147
§ 9-183.10 .....	§ 9.1-148
§ 9-183.11 .....	§ 9.1-149
§ 9-183.12 .....	§ 9.1-150

## FIREARMS TRAINING

### **6VAC20-171-365. General firearms training requirements.**

Firearms training verification is required for all private security services business personnel who carry or have immediate access to a firearm while on duty. Each person who carries or has immediate access to firearms while on duty **shall qualify with each type and caliber of firearm to which he has access.**

## ELECTRONIC SECURITY EQUIPMENT

We have received a number of complaints regarding unlicensed companies installing closed circuit television systems design to detect intrusion, concealment or theft. Please note that this type of equipment used for the purpose cited above is considered private security equipment and thus the company should be licensed.

## IN-SERVICE TRAINING

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In reviewing some of the training schools, we have discovered that some of them may not be utilizing In-Service training for its intended purpose; it should provide the best possible job specific training to the Industry. In-Service training is continuing education designed to help individuals do their jobs better. Be creative! We do not expect schools to go over just the Regulations and Laws. Workshops, seminars, conferences and/or manufacturers training will likely qualify for In-Service Training credit. Our hope is that this will assist you in providing a higher quality service to your students and in turn, will benefit you, your business, and most importantly, the industry at large. The key here is job specific. Job related training. If you have any questions, please contact Kit Harding or Robert Hood.

## ELECTRONIC SESSION NOTIFICATIONS

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All DCJS certified training schools may submit their session notifications electronically via the Internet. There is no fee for this service which will allow the training schools to submit, modify or cancel scheduled training sessions in advance of delivery date. All new sessions must meet the 7 day notification criteria as outlined in the regulations and sessions cannot be electronically cancelled on the day of the scheduled session. Sessions cancelled on the scheduled delivery date must be via telephone (voicemail) followed up via fax. Should the training school be in need of technical assistance with this new service, they should contact John Lorenti in Computer Services at (804) 225-4395.

## PSSAB

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Your board needs to hear from you! The Private Security Services Advisory Board (PSSAB) is composed of eleven members from all areas of the private security industry and meets four times a year. The board members volunteer a great deal of their time and talent and are appointed to advise the Criminal Justice Services Board on issues relating to the private security profession. The next board meeting is December 4, 2001. It will be held in room 105 at the State Police Academy in Richmond, Virginia and will begin at 10:00am. We hope to see you there!

Your industry representatives to the PSSAB are:

### PRIVATE INVESTIGATOR REPRESENTATIVES

**Joyce A. Monaghan, Chair**

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**Clyde E. Sparks**

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### ELECTRONIC SECURITY REPRESENTATIVE

**Mary Kay Wakefield, Vice-Chair**

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**John G. Seay, Secretary**

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### SECURITY BUSINESS REPRESENTATIVES

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### INSTRUCTOR REPRESENTATIVE

**R. Stephen Martin**

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### ARMORED CAR REPRESENTATIVE

**Steven J. Masterson**

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### PERSONAL PROTECTION SPECIALIST REPRESENTATIVE

**Robert D. Shuster**

(703) 385-6754

rshuster@vancesecurity.com

### LAW ENFORCEMENT REPRESENTATIVE

**Officer Paul S. Midgett**

(757) 664-6909

## UPCOMING EVENTS

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### Entry Level Compliance Agent Training

(third Wednesday of every month in Ashland, Virginia @ 9am)

### PSSAB Meeting

December 4th @ 10am, State Police Training Academy ..... Richmond

### General Instructor Entry-Level

December 10-14th @ 8am, State Police Training Academy ..... Richmond

### Compliance Agent In-Service

December 5th @ 9am ..... Fairfax

**Additional training dates will be added as needed. Check our website for offerings and availability**